

WHAT IS CLAIMED IS:

1. A remote maintenance system comprising:

a plurality of user terminals that are connected to at least a plurality of transmission lines of different communication methods;

a host terminal that is connected to the plurality of transmission lines so as to manage specified maintenance information of the user terminals that are under specified contracts;

a user-side local area network that is connected to a specified transmission line of the plurality of transmission lines so as to connect the plurality of user terminals; and

a network interface for connecting the plurality of user terminals and the user-side local area network,

wherein when the user terminal connected to a predetermined first transmission line of the plurality of transmission lines sends a specified contract signal and a connection completion signal that represents the completion of connection between the user-side local area network and the network interface, to the host terminal via the first transmission line:

the host terminal selects a predetermined second transmission line from among the plurality of transmission lines as a transmission line for sending data that includes the specified maintenance information, and sends setting

information for enabling communication between the user terminal and the host terminal via the second transmission line, to the user terminal via the first transmission line; and

the user terminal receives the setting information sent from the host terminal, and makes a setting so as to enable communication between the user terminal and the host terminal via the second transmission line on the basis of the received setting information.

2. The remote maintenance system of claim 1, wherein the user terminal includes resetting monitoring means that monitors the setting information sent from the host terminal, allows a setting for connecting the user terminal and the host terminal via the second transmission line when communication between the user terminal and the host terminal via the second transmission line is not possible, and forbids a setting for reconnecting the user terminal and the host terminal via the second transmission line when the user terminal and the host terminal are already connected via the second transmission line and communication is possible.

3. The remote maintenance system of claim 1, wherein:  
the user terminal further includes user terminal diagnosing means that diagnoses whether the network interface is available or unavailable; and

when the user terminal diagnosing means diagnoses that the network interface is unavailable, information that the network interface is unavailable is sent to the host terminal via the first transmission line.

4. The remote maintenance system of claim 3, wherein the user terminal is connected to the second transmission line via the user-side local area network, the user terminal diagnosing means diagnoses whether the user-side local area network has an abnormality, and when the user terminal diagnosing means diagnoses that the user-side local area network has an abnormality, information that the user-side local area network has an abnormality is sent to the host terminal via the first transmission line.

5. The remote maintenance system of claim 3, wherein:  
the host terminal includes host terminal diagnosing means that diagnoses trouble of the user terminal and diagnoses whether communication between the user terminal and the host terminal via the second transmission line is impossible; and  
when the host terminal diagnosing means diagnoses that communication between the user terminal and the host terminal via the second transmission line is impossible, the host terminal sends information that communication between the user terminal and the host terminal via the second transmission line

is impossible, to the user terminal via the first transmission line, and the user terminal receives the information sent from the host terminal, and causes the user terminal diagnosing means to diagnose whether the network interface is unavailable and whether the user-side local area network has an abnormality.

6. The remote maintenance system of claim 1, wherein when receiving at least one of the information that the network interface is unavailable and the information that the user-side local area network has an abnormality, which are sent from the user terminal via the first transmission line, the host terminal sends setting information for enabling communication between the user terminal and the host terminal via the second transmission line, to the user terminal via the first transmission line.

7. The remote maintenance system of claim 1, wherein:  
the host terminal further includes data registering means that renews and registers the specified maintenance information of the user terminal that is under the specified contract; and  
the user terminal sends the specified maintenance information via a transmission line that is in a communicable state of the first and second transmission lines to the host terminal, and the host terminal receives the maintenance information and then registers the maintenance information into

the data registering means.

8. The remote maintenance system of claim 1, further comprising a host-side local area network that is connected to a specified transmission line of the plurality of transmission lines so as to connect the host terminal,

wherein the host terminal is connected to the second transmission line via the host-side local area network.

9. The remote maintenance system of claim 1, wherein the first transmission line is constituted by a public switched telephone network.

10. The remote maintenance system of claim 1, wherein the second transmission line is constituted by a line network that is capable of high-speed transmission of a large amount of data.